

State of Hawaii
Department of Labor and Industrial Relations
Office of Community Services

Request for Proposal

RFP No. OCS LBR 903-01

Employment Core Services for Low-Income Persons

Note: If this RFP was downloaded from the State Procurement Office RFP Website, each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an RFP interest form may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

September 13, 2006



**STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES**

830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
www.hawaii.gov/labor
Phone: (808) 586-8675 / Fax: (808) 586-8685
Email: dlir.ocs@hawaii.gov

September 13, 2006

Dear Applicant:

**SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR
STATE FISCAL BIENNIUM 2008-2009**

The Department of Labor and Industrial Relations, Office of Community Services (OCS), is soliciting proposals from qualified applicants to provide the following human services for State Fiscal Year 2008-2009:

<u>RFP No.</u>	<u>Service Activity Title</u>
LBR 903-01	Employment Core Services for Low-Income Persons
LBR 903-02	Employment Core Services for Immigrants
LBR 903-03	Employment Core and Support Services for Refugees
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees
LBR 903-05	Child Care Services for Head Start Parents
LBR 903-06	Transportation Services for Low-Income Persons
LBR 903-07	Food Collection and Distribution Services for Low-Income Persons
LBR 903-08	Youth Services for Immigrants
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons

The indigent poor can no longer rely indefinitely on public assistance and must find a way to earn a living. Many welfare recipients and low-income persons possess multiple barriers to employment and lack the necessary experience and skills to find and maintain a job. Many low-

income persons, including disadvantaged immigrants and refugees, in Hawaii struggle to attain and sustain financial and social stability. Thus, there exists a need for comprehensive training and services to prepare these low-income persons for employment and to assist them to *“get a job and keep the job.”*

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of these RFPs. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Hand deliveries will be accepted at OCS until 4:30 p.m., Hawaii Standard Time (HST), December 15, 2006. Mail-ins must be postmarked by the United States Postal Service (USPS) no later than December 15, 2006, and received by OCS no later than ten days from the submittal deadline. Hand deliveries as well as mail-ins will be accepted at the following address:

Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

Proposals postmarked after December 15, 2006, or hand delivered after 4:30 p.m. H.S.T. on December 15, 2006, **shall be considered late and rejected**. There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. One original and three copies of the proposal are required.

OCS will conduct an orientation session on September 27, 2006, from 10:30 a.m. to 12:00 noon, at 830 Punchbowl Street, Room 420, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

An additional orientation covering only LBR 903-06, Transportation Services for Low-Income Persons, will be held on Thursday, September 28, 2006, from 10:00 a.m. to 12:00 noon, at 180 Kinoole Street, Workforce Development Division Video Conference Room 204, Hilo, Hawaii.

A software orientation covering only LBR 903-01, Employment Core Services for Low-Income Persons, and LBR 903-02, Employment Core Services for Immigrants, will be held on Friday, October 20, 2006, from 10:00 a.m. to 12:00 noon, at 830 Punchbowl Street, Kekumu Room 111, Honolulu, Hawaii.

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September 13, 2006

The deadline for submission of written questions is 4:30 p.m. H.S.T. on Thursday, November 30, 2006. OCS will address all written questions with a written response by Friday, December 8, 2006. Written questions may be submitted to OCS by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bears the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All applicants will be notified in writing regarding OCS' decision on his/her proposal(s) in mid- to late- March 2007. Contracts are expected to be in effect from July 1, 2007 to June 30, 2009. Any questions or inquiries regarding these RFPs should be directed to the RFP Contact Person, Keith Yabusaki, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at keith.y.yabusaki@hawaii.gov or by telephone to (808) 586-8680.

Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

Michael Hane

MICHAEL HANE
Acting Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

OCS RFP COORDINATOR

Keith Yabusaki, Planning Administrator
For Information or Inquiries:

Phone: (808) 586-8680
Facsimile: (808) 586-8685
E-mail: keith.y.yabusaki@hawaii.gov

**ONE ORIGINAL PLUS THREE COPIES OF THE PROPOSAL APPLICATION
ARE REQUIRED.**

ADDITIONAL COPIES MAY BE REQUESTED.

PROPOSAL APPLICATION DEADLINE

MAIL-INS MUST BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN DECEMBER 15, 2006 AND RECEIVED BY OCS NO LATER THAN TEN DAYS FROM THE SUBMITTAL DEADLINE.

HAND DELIVERIES WILL BE ACCEPTED AT OCS UNTIL 4:30 P.M., HAWAII STANDARD TIME (HST), DECEMBER 15, 2006.

DROP-OFF SITE AND ALL MAIL-INS

Office of Community Services
Keelikolani Building
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

NOTE: ALL MAIL-INS POSTMARKED BY USPS AFTER 12:00 MIDNIGHT, H.S.T., DECEMBER 15, 2006, WILL NOT BE ACCEPTED AND WILL BE RETURNED.

HAND DELIVERIES OR DELIVERIES BY PRIVATE MAIL SERVICES SUCH AS FEDEX WILL NOT BE ACCEPTED AFTER 4:30 P.M., H.S.T., DECEMBER 15, 2006.

RFP ORIENTATION SESSIONS

All prospective applicants are invited and encouraged to attend the following scheduled informational session. At this meeting, OCS staff will present the proposal application requirements, service specifications and be available to respond to questions.

PLACE: KEELIKOLANI BUILDING, OCS CONFERENCE ROOM
830 PUNCHBOWL STREET, ROOM 420, HONOLULU

DATE: WEDNESDAY, SEPTEMBER 27, 2006

TIME: 10:00 A.M. - 12:00 NOON



An additional orientation session will cover only LBR 903-06, Transportation Services for Low-Income Persons. This orientation session will be held on Thursday, September 28, 2006 from 10:00 a.m. to 12:00 Noon at 180 Kinoole Street, Workforce Development Division Video Conference Room 204, Hilo, Hawaii.

An additional orientation session will cover potential client-track data software use only for LBR 903-01, Employment Core Services for Low-Income Persons and LBR 903-02, Employment Core Services for Immigrants. This orientation session will be held on Friday, October 20, 2006 from 10:00 a.m. to 12:00 Noon at the Kekumu Room 111, 830 Punchbowl Street, Honolulu, Hawaii.

If you are unable to attend these sessions, alternative arrangements may be requested. Should you have any questions contact Keith Yabusaki at (808) 586-8680.

**DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES**

**EMPLOYMENT CORE SERVICES FOR LOW-INCOME
PERSONS**

REQUEST FOR PROPOSAL NUMBER: OCS LBR 903-01

IMPORTANT DATES*

Public Notice Announcing Request for Proposals	September 13, 2006
Distribution of Request for Proposals	September 13, 2006
Orientation Session (Honolulu)	September 27, 2006
Orientation Session in Hilo only for LBR 903-06, Transportation Services for Low-Income Persons	September 28, 2006
Software Orientation for LBR 903-01 and 02 only (Honolulu) Employment Core Services for Low-Income Persons Employment Core Services for Immigrants	October 20, 2006
Deadline for Submission of Written Questions	November 30, 2006
Response to Written Questions	December 8, 2006
Proposal Submittal Deadline	December 15, 2006
Proposal Evaluation Period	Late December 2006 – March 2007
Provider Selection and Notice of Award	Late March – Early April 2007
Contract Terms Finalized	May 7, 2007
Contract Start Date	July 1, 2007

* This schedule of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the schedule at any time.

**DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES**

**REQUEST FOR PROPOSALS (RPFs)*
FISCAL BIENNIUM 2008 – 2009**

<u>RFP NO.</u>	<u>Service Activity Title</u>	<u>FY 2008</u>	<u>FY 2009</u>
LBR 903-01	Employment Core Services for Low-Income Persons	\$1,284,494	\$1284,494
LBR 903-02	Employment Core Services for Immigrants	560,000	560,000
LBR 903-03	Employment Core and Support Services for Refugees	75,000	75,000
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees	355,500	355,500
LBR 903-05	Child Care Services for Head Start Parents	313,000	313,000
LBR 903-06	Transportation Services for Low-Income Persons	275,000	275,000
LBR 903-07	Food Collection and Distribution Services for Low-Income Persons	61,000	61,000
LBR 903-08	Youth Services for Immigrants	50,000	50,000
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons**	240,000	240,000

* OCS reserves the right to move funding within or between RFPs or to reallocate suggested funding of each RFP.

** Federal Funds.

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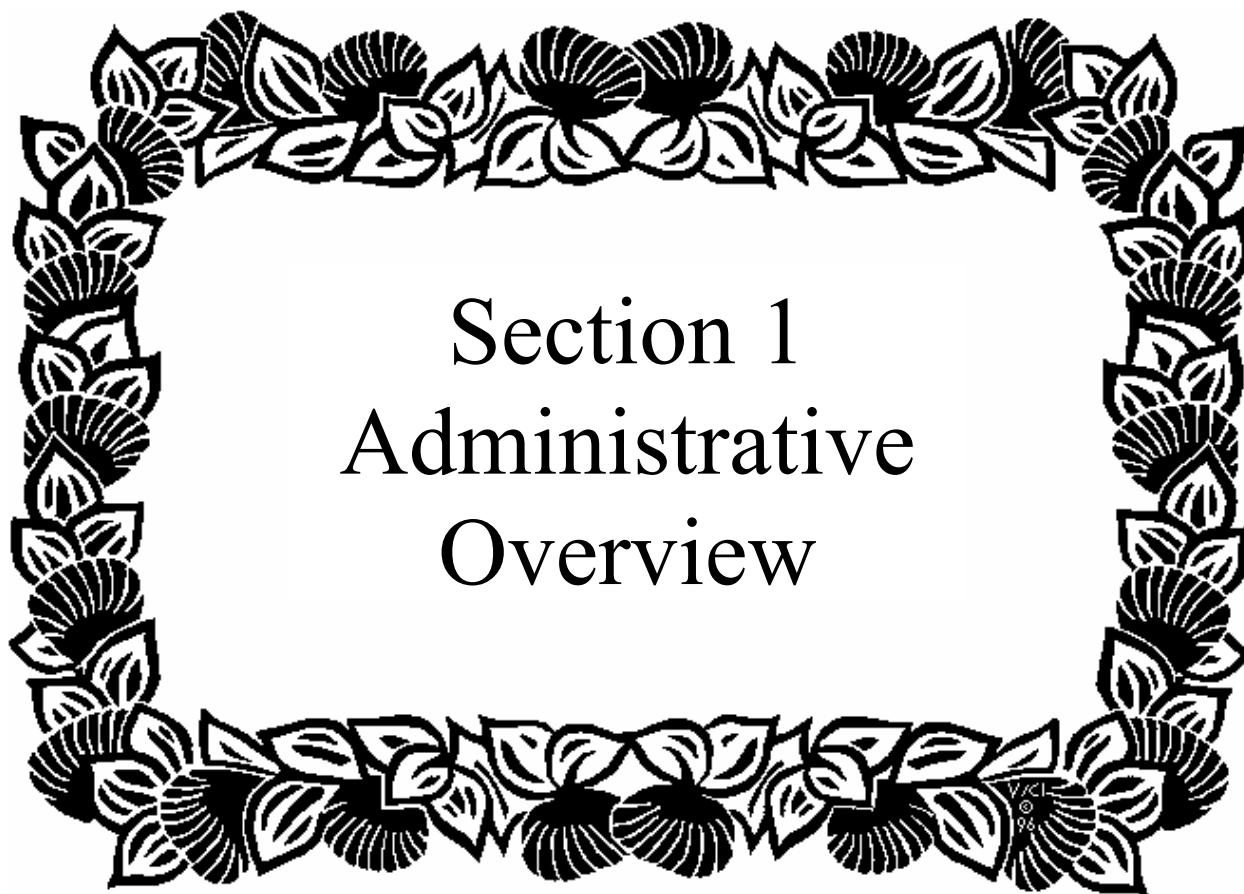
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Section 1
Administrative
Overview

Section 1

Administrative Overview

Each applicant is encouraged to thoroughly read all sections of the RFP. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable*

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing RFP	September 13, 2006
Distribution of RFP	September 13, 2006
RFP orientation session (Honolulu)	September 27, 2006
RFP orientation session for LBR 903-05 only (Hilo)	September 28, 2006
Deadline for submission of written questions for written responses	November 30, 2006
State purchasing agency's response to applicants' written questions	December 8, 2006
Discussions with applicant prior to proposal submittal deadline (optional)	Sept. 12 – Dec. 14, 2006, as needed
Proposal submittal deadline	December 15, 2006
Discussions with applicant after proposal submittal deadline (optional)	Dec. 16, 2006 - March 9, 2007, as needed
Final revised proposals (optional)	Dec. 16, 2006 - March 9, 2007, as needed
Proposal evaluation period	Late Dec. 2006 – March 2007, as needed
Provider selection and notice of award	Late March – Early April 2007
Contract terms finalized	May 7, 2007
Contract start date	July 1, 2007

* This timetable of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the timetable at any time.

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "RFPs"
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract - General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click "Business Registration"
11 Campaign Spending Commission	www.hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. Each prospective applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicant with an overview of the procurement process.

Section 2, Service Specifications--Provides applicant with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments--Provides applicant with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP, including system operations, fiscal agent operations, monitoring and assessing provider performance. The Contracting Office is:

Office of Community Services
Department of Labor and Industrial Relations, State of Hawaii
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Phone: (808) 586-8675 Fax: (808) 586-8685

VI. Orientation

An orientation session for applicants in reference to the RFP will be held as follows:

Date: September 27, 2006 **Time:** 10:00 a.m. to 12:00 Noon
Location: Keelikolani Building – OCS Conference Room
830 Punchbowl Street, Room 420, Honolulu

An additional orientation session will cover only LBR 903-06, Transportation Services for Low-Income Persons. This orientation session will be held on:

Date: September 28, 2006 **Time:** 10:30 a.m. to 12:00 Noon
Location: Workforce Development Division Video Conference
180 Kinoole Street, Room 204, Hilo

Date: October 20, 2006 **Time:** 10:00 a.m. to 12:00 Noon
Location: Keelikolani Building – WDD Conference Room
830 Punchbowl Street, Kekumu Room 111, Honolulu

Each applicant is encouraged to submit written questions to OCS prior to the orientation session. Impromptu questions will be permitted and spontaneous answers provided at the orientation session at the state purchasing agency's discretion. Verbal answers provided during the orientation session are only intended as general direction and may not represent the state

purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

The applicant may submit written questions to the RFP Contact Person identified in Section 2 of this RFP. The deadline for submission of written questions is 4:30 p.m., H.S.T., on November 30, 2006. All written questions will receive a written response from the state purchasing agency. State purchasing agency responses to applicant written questions will be sent by December 8, 2006.

VIII. Submission of Proposals

A. Forms/Formats – Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Website Reference).

1. Proposal Application Identification (Form SPO-H-200) – Provides identification of the proposal.

2. Proposal Application Checklist – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.

3. Table of Contents – A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. Proposal Application (Form SPO-H-200A) – Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required (Refer to Section 3 of this RFP).

5. Tax Clearance – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, Item III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine if the tax clearance is required at time of proposal submittal. The tax clearance application may be obtained from the Department of Taxation website (See page 1-2, Website Reference).

B. Program Specific Requirements – Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.

C. Multiple or Alternate Proposals – Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Wages and Labor Law Compliance – Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with Section 103-55, HRS, wages, hours, and working conditions of employees of contractor performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website (See page 1-2, Website Reference).

E. Compliance with all Applicable State Business and Employment Laws – All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of businesses in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies must be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website (See page 1-2, Website Reference).

F. Campaign Contributions by State and County Contractors – Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, Act 203/2005 FAQs is available at the Campaign Spending Commission website (See page 1-2, Website Reference).

G. Confidential Information – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

H. Proposal Submittal – All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- i. Postmarked after the designated date; or
- ii. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- iii. If hand delivered, received after the designated date and time.

The number of copies required is indicated on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskette/compact disc or transmission by e-mail, website or other electronic means are not permitted.

IX. Discussions with Applicants

1. Prior to Submittal Deadline. Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

2. After Proposal Submittal Deadline - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

XV. Costs for Proposal Preparation

Any costs incurred by an applicant in preparing or submitting a proposal is the applicant's sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and provider's resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons (relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS are parenthesized):

- (1) Rejection for failure to cooperate or deal in good faith (Section 3-141-201)
- (2) Rejection for inadequate accounting system (Section 3-141-202)
- (3) Late proposals (Section 3-143-603)
- (4) Inadequate response to request for proposals (Section 3-143-609)
- (5) Proposal not responsive (Section 3-143-610(a)(1))
- (6) Applicant not responsible (Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the Proposal Application Checklist in Section 5 of this RFP). Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes.
- (2) A state purchasing agency's failure to follow any rule pursuant to Chapter 103F of the Hawaii Revised Statutes.
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposal issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: <i>Michael Hane</i>	Name: <i>Keith Yabusaki</i>
Title: <i>Acting Executive Director</i>	Title: <i>Planning Administrator</i>
Business and Mailing Address: <i>830 Punchbowl Street, Room 420</i> <i>Honolulu, Hawaii 96813</i>	Business and Mailing Address: <i>830 Punchbowl Street, Room 420</i> <i>Honolulu, Hawaii 96813</i>

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, are subject to allotments to be made by the Director of Budget and Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:


- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Services
- (4) Financial Management
- (5) Administrative/Management Requirements
- (6) Program and Fiscal Data Reporting Requirements

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website (see page 1-2, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXIII. Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see page 1-2, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

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Section 2 Service Specifications

Section 2

Service Specifications

Program Title: Employment Core Services for Low-Income Persons

I. Introduction

A. Overview, Purpose or Need

Under welfare reform initiatives, statutory limits have been placed on public assistance. Most of the poor can no longer rely on public assistance indefinitely, and need to obtain employment and earn their own living. Yet, many long-term welfare recipients and low-income persons have multiple barriers to employment, lack the experience and skills to find and maintain a job, and are unable to achieve self-sufficiency. Thus, there is a need for comprehensive services and training to prepare low-income persons for employment and to help them maintain their jobs.

The purpose of this Request for Proposal (RFP) is to contract for services to prepare and assist unemployed or under-employed low-income persons in obtaining and maintaining employment.

B. Planning Activities Conducted in Preparation for this RFP

Pursuant to the Hawaii Administrative Rules § 3-142-301 State Agency Planning Activities, OCS conducted planning activities, including, but not limited to the following:

1. Took into account the views of provider organizations on how to improve service specifications to better achieve mandated goals. A request for information was utilized as designated in Section § 3-142-202;
2. Analyzed information from program monitoring and evaluation reports of current provider organizations;
3. Analyzed socio-economic and health data for trends to determine demand factors;
4. Considered the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals; and
5. Requested information from other state agencies on services to the same target population or on cooperative strategies to progress towards achieving a shared goal.

C. Description of the Goal of the Services

The goal of these services is to increase self-sufficiency of low-income persons by improving their ability to obtain and maintain employment.

D. Description of the Target Population

The target population for these services is unemployed or underemployed low-income persons whose household is at or below 150 percent of the applicable Federal Poverty Guidelines for Hawaii.

Providers must maintain proper documentation to demonstrate that program participants meet this income eligibility requirement. Further details regarding documentation are provided in Section 2, III. A.

E. Geographic Coverage of Service

Service areas include the counties of Honolulu, Hawaii, Maui, and Kauai. The applicant may apply in any one or more of these areas. The applicant shall demonstrate capability to provide the required services in the areas for which it applies.

The applicant is responsible for identifying clearly the geographic areas that it proposes to serve.

F. Probable Funding Amounts, Source and Period of Availability

Subject to the availability of funds, \$1,284,494 in State General Funds is suggested for each year of the State Fiscal Biennium 2008-2009. Funding is anticipated to be from State sources, though the source of funding may be subject to change prior to the effective date and over the life of the contract(s).

Funding will be allocated based on proposals submitted.

For each year of the biennium, the suggested funding amounts for services are:

City and County of Honolulu	\$679,494
Hawaii County	\$300,000
Maui County	\$200,000
Kauai County	\$105,000

Contracts awarded as a result to this solicitation will be awarded for two years. The second year of the contract may be subject to renegotiation based upon the availability of funds, the continued need for services, and the State's determination of provider's first year program performance.

II. General Requirements

A. Specific Qualifications or Requirements, Including, but not Limited to, Licensure or Accreditation

1. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to

provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.

2. The applicant shall have a minimum of one-year experience in Hawaii directly providing employment core services for the benefit of low-income children.

3. The applicant shall have the employment core services program in operation in the geographic areas where the contract is awarded and be able to provide services beginning July 1, 2007 through June 30, 2009.

4. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 1, page 1-2, Website Reference).

5. The applicant must provide reasonable accommodations to assure capacity to deliver services to those clients with limited physical limitations.

6. The applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

7. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.

8. The applicant shall develop and implement procedures to document clients' income eligibility for these services.

9. When a disagreement arises between the Provider and the State in regards to the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary Purchaser Participation
(Refer to § 3-143-608, HAR)

After-the-fact secondary purchases will be allowed. Planned secondary purchases – None.

C. Multiple or Alternate Proposals
(Refer to § 3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or Multiple Contracts to Be Awarded
(Refer to § 3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single and Multiple

A single contract may be awarded to a proposal that demonstrates the ability to provide comprehensive and efficient employment core services for multiple counties within the state.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive employment core services in the county where services will be provided.

A multiple award contract may be awarded if the state purchasing agency determines that it is in the best interests of the state for a number of providers, as an aggregate, to provide the services required in this RFP, considering the needs, geographical area, population, and services proposed.

E. Single or Multi-Term Contracts to Be Awarded
(Refer to § 3-149-302, HAR)

☒ Single Term (\leq 2 years)

☐ Multi-Term ($>$ 2 years)

Initial term of contract: 2 years

Length of each extension: N/A

Number of possible extensions: 0

Maximum length of contract: 2 years

Conditions for extension: N/A

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Paragraph I (Procurement Timetable) of this RFP. Oral questions will be addressed through the deadline for submission of proposals.

Sole Point of Contact: Keith Yabusaki, Planning Administrator

Phone Number: (808) 586-8680

E-mail: keith.y.yabusaki@hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or Mandatory Tasks and Responsibilities)

In Section 3, IV. of this RFP, the applicant shall describe in detail the target area(s), target population(s), need of the target population(s) in the proposed service area(s), and how applicant would provide the required services.

For each of the milestone payment outcomes listed below, the applicant must be able to provide appropriate documentation verifying that each participant has successfully completed all tasks, activities, and employment associated with a particular milestone.

Exceptions to the minimum requirements for all Milestones may be made on a case-by-case basis with prior written approval from OCS.

The required services are:

1. Outreach, Intake, Assessment & Individual Service Plan (Milestone 1)

Outcome: The target population is informed of the services, only eligible persons are enrolled, and necessary information is obtained on each person enrolled. A formal assessment of the participant has been conducted, determination of the participant's job choice has been made, and the specific supports the individual will need to obtain and perform the chosen job successfully have been identified.

Services: Included are formal assessments of participant's aptitudes, skills, interests, English language capabilities, family stability situation, and barriers to employment and job stability. Also included is development of an Individual Service Plan (ISP), which, at a minimum, identifies participant's needs, skills, career/employment goals, barriers to employment, and specific individual and family supports needed.

Minimum Requirements:

- Verification of Income Eligibility (signed by client) (i.e., confirming that client's household is at or below 150 percent of the applicable Federal Poverty Guidelines for Hawaii);
- Consent Form (signed by client) authorizing provider to obtain relevant documentation (i.e., copies of pay stubs, written verification) from employer;
- Formal Client Assessment;
- Highly Challenged Checklist (if applicable); and
- ISP (signed by client).

2. Employment Preparation /Job Development (Milestone 2)

Outcome: A participant is adequately prepared for the demands/stresses of work; to seek, apply for, and enter employment; and is ready to successfully take part in the workforce.

Services: These activities are intended to ensure that participants are equipped with the knowledge and skills necessary to obtain employment and function effectively in the workplace. Participants should complete an Employment Preparation/Job Development program that prepares clients to enter the workforce and be successful in a formal work environment. The program should include assistance to participants in removing, ameliorating, or managing barriers to employment identified in the Individual Service Plan. In addition, the program may include Job Development activities such as job referrals, collaborations with employers, employment counseling, job applications assistance, and interview preparation. Employment Preparation and Job Development activities may be provided in either small group or one-on-one settings, but must be provided in-

person and be conducted by applicant's staff, applicant's contractor, or personnel from an agency funded by applicant.

An Employment Preparation/Job Development Training Program, whose ultimate goal is to promote job retention and advancement, should involve a work readiness curriculum that may include, but is not limited to, the following skills:

- Acculturating participants to workplace norms, including workplace ethics, punctuality, professional conduct, and regular attendance;
- Assisting with interviewing skills and resume;
- Increasing proficiency in English;
- Effective time management;
- Dressing for employment success on a limited budget and personal hygiene;
- Financial literacy and budgeting skills; and
- Self-motivation techniques to improve sense of self-worth.

In Section 3, IV. of this RFP, the provider must submit a proposed curriculum and timeline for employment preparation and job development services.

It is important that the foundation for job support, maintenance, and retention efforts be established prior to job placement.

Minimum Requirements:

For one-on-one services:

- Ten (10) hours of employment preparation/job development services; and
- Summary listing detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services.

For curriculum-based training:

- Twenty (20) hours of employment preparation/job development services; and
- Program syllabus (indicating class times and course description), and attendance sheets or certificates of completion.

3. Job Placement (Milestone 3)

Outcome: The desired outcome of job placement is a client who is working successfully in a job that matches his/her goal. The participant is placed in permanent employment totaling a minimum of 20 hours/week. For a participant who is already employed, the participant obtains 20 additional hours of employment or a 50% increase in hourly wage without any decrease in hours worked. Job placement is achieved upon completion of the first day of work.

Minimum Requirements:

- Employment Summary, obtained from information provided by client or employer.
- The Employment Summary shall include the following information: Name of Employer, Job Title, Employment Start Date, Hours/Week, and Hourly Rate.

Post-Employment Services

Post-employment services assist clients in employment stabilization and to deal with crises that could lead to job loss. The first few months of employment are a critical time for new workers. Thus, post-employment follow-up is both challenging and time-consuming. Program participants trying to balance work with family responsibilities often have little time for program participation. Program flexibility, community outreach resources, and staff availability are elements that can facilitate participant contacts.

Continuing case management is a common post-employment service. To support new workers, case managers should refer program participants to services, provide needed encouragement and support, and encourage goal setting and development of coping skills. The milestone payment structure encourages service providers to focus on post-employment services that will keep participants successfully employed.

Job support, maintenance, and retention services continue and are available for 365 days of employment from the date of job placement.

4. Job Support (Milestone 4)

Outcome: The participant has been employed for ninety (90) days within a one hundred thirty-five (135) day period from the confirmed job start date.

Services: During the Job Support phase, the participant will be provided with intensive on- and off-site job support that will assist him/her in adjusting to the demands of the job, overcoming identified barriers to job stability, and arranging for other needed external supports. The provider will maintain regular communication with employers to facilitate participant's adjustment and effective functioning on the job.

Job support is principally for the employee, not the employer.

Identifying barriers and helping clients find solutions to these employment obstacles is important to job stability. Frequent challenges that clients and their providers face include: work problems, career planning, substance abuse, money management/economic independence, continued education, family violence, child care, health insurance, housing needs, and continued life skills training.

Potential strategies for dealing with these issues include: developing partnerships with other agencies/employers, creating a culture of employment within the program, encourage relationship-building between staff and participants, building continuity between pre- and post-employment activities, maintaining a comprehensive network of services that meet a range of

needs, strengthening relationships with employers and learning their wants/needs, and initiating retention early in the program to address gaps in service delivery.

Minimum Requirements:

- A minimum of one (1) documented contact per month (starting from confirmed job start date); and
- Copy of paycheck; or
- Employer verification in writing

5. Job Maintenance (Milestone 5)

Outcome: The participant has been employed for one hundred eighty (180) days within a two hundred seventy (270) day period from the confirmed job placement date.

Services: During the Job Maintenance phase, the participant will be provided with periodic on- and off-site job support that will assist the individual in maintaining stability on the job. The provider will continue to assist the participant in overcoming identified barriers to job stability, including family-related matters, and arrange for other external supports needed. The provider will continue to maintain communication with employers to ensure worker has adjusted successfully to the workplace and is meeting workplace requirements.

Minimum Requirements:

- A minimum of one (1) documented contact per month; and
- Copy of paycheck; or
- Employer verification in writing.

6. Job Retention (Milestone 6)

Outcome: The participant has been employed for three hundred sixty-five (365) days within a four hundred fifty-five (455) day period from the confirmed job placement date.

Services: Services are targeted to individual needs through an on-going assessment process that occurs between provider staff and participants. The participant has received continuing support services. The provider has submitted all required documentation for closure, the participant is satisfied with the job and the employer is satisfied with the individual's job performance. The participant has developed the work ethic and skills to maintain continuous employment, thereby avoiding cycling on and off of social services.

Minimum Requirements:

- A minimum of one (1) documented contact per month; and
- Copy of paycheck; or
- Employer verification in writing.

B. Management Requirements (Minimum and/or Mandatory Requirements)

1. Personnel

The applicant shall demonstrate that personnel possess the necessary knowledge, skills and abilities that would enable it to effectively deliver the proposed services.

The applicant shall have written position descriptions, requirements and qualifications, policies and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

2. Administrative

Written policies and procedures are required for all services including personnel standards, operating procedures, determination of client eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

3. Quality Assurance and Evaluation Specifications

The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state, and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

Annual contract monitoring by the State may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case-record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client barriers, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Output and Performance/Outcome Measurements

The applicant shall set forth, using the attached table in Section 5, the amount of the following output and performance/outcomes that it expects to achieve. Program outputs and outcomes reported to OCS for each specific activity must be a direct result of OCS' funding for this program.

Outputs

- Number of individuals assessed for services.
- Number of individuals completed Individual Service Plans.
- Number of individuals entered Employment Preparation Program.
- Number of individuals completed Employment Preparation Program.

Outcomes

- Number of individuals placed in permanent, unsubsidized employment.
- Number of individuals placed in part-time employment (at least 20 hours per week)
- Number of individuals placed in full-time employment (at least 40 hours per week)
- Number of individuals employed for 90 days.
- Number of individuals employed for 180 days.
- Number of individuals employed for 365 days.

The applicant may also propose other measures of effectiveness.

Please use the Output and Performance/Outcome Measurements Table located at the end of this RFP No. LBR 903-01 in Section 5 and include it in the Service Delivery section of your proposal application.

5. Experience

The applicant shall have a minimum of one-year experience in providing employment services.

6. Coordination of Services

The applicant shall demonstrate its capability to coordinate proposed services with relevant agencies and resources in the community. Specifically, the applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc. assist in achieving program goals and objectives.

7. Reporting Requirements for Program Data

Quarterly program progress and fiscal reports are required within thirty (30) calendar days after the last day of each quarter. The final report on the total contract period is required within sixty (60) calendar days after the last day for the contract period.

Requests for payment shall be submitted to OCS with the OCS Milestone Achievement Form. The OCS Milestone Achievement Form shall detail, by participant and outcome objectives completed, the amount charged to the State for compensation.

The applicant shall describe its ability to provide quarterly and final reports on program progress including, but not limited to, program achievements, initiatives, adjustments, and challenges.

The applicant shall also provide quarterly reports on the number of persons from Compact of Free Association nations that were provided services, identified by the following:

- a. Republic of the Marshall Islands
- b. Federated States of Micronesia
 - i. Chuuk
 - ii. Yap
 - iii. Pohnpei
 - iv. Kosrae
- c. Republic of Belau (Palau)

OCS may collect additional data to further improve program and provider evaluation and is contemplating the use of data collection software to this end. Should OCS pursue this option, applicants will be required to satisfy OCS requirements regarding such data collection.

Other reports may be required.

8. Pricing Structure or Methodology

Pricing shall be based on a Milestone Payment System (See Section 3.V., Financial). The applicant shall submit a cost proposal on the appropriate budget forms listed in Section 3.V. that are provided on the SPO website (See Section 1, page 1-2, Website Reference) and other financial requirements as stated in Section 3.V. The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services in form, SPO-H-201 provided on the SPO website.

Existing providers will be able to forward their clients from FY 2007 into the contract for FB 2008-2009. If a participant completed a particular milestone on or before June 30, 2007, the provider cannot charge for the completed milestone in FB 2008-2009. For example, if a participant completed up to Milestone 2 as of June 30, 2007, the provider may not charge Milestone 2 in FB 2008-2009. However, the provider would be able to charge Milestones 3 to 6, which were not completed as of June 30, 2007, in FB 2008-2009.

For new programs, the State may consider allowing existing clients in a similar program to be carried forward at their current stages of progress in their respective programs.

9. Units of Service and Unit Rate

Under the Milestone Payment System, the fixed unit rates for services at each milestone are as follows:

	<u>Client</u>	<u>Highly Challenged</u>	<u>Developmentally Disabled</u>
M1: Outreach, Intake, Assessment & ISP	360	450	590
M2: Employment Prep/Job Development	1,000	1,250	1,625
M3: Job Placement	360	450	590
M4: Job Support (90 days)	640	825	1,085
M5: Job Maintenance (180 days)	640	825	1,085
M6: Job Retention (365 days)	<u>800</u>	<u>1,000</u>	<u>1,325</u>
TOTAL	3,800	4,800	6,300

To assist providers who accept more difficult-to-serve clients, OCS has created a three-tiered system of payments. This system would pay service providers higher fees for those clients designated as “highly challenged” or “developmentally disabled.”

To be designated as “highly challenged”, a client must meet **three (3)** of the following criteria (*except as otherwise noted*):

- a. During the last five (5) years, has had health or mental issues which interrupted ability to obtain or sustain employment (independent verification needed, i.e., doctor’s certificate verifying health/mental condition);
- b. During the last five (5) years, has been arrested on serious criminal charges;
- c. Has a physical disability (with the exception of obvious physical impairments (such as being legally blind, for example), independent verification needed, i.e., doctor’s certificate verifying condition);
- d. Has a documented history of alcohol and/or substance abuse which has resulted in a loss of employment;
- e. Does not have a high school diploma equivalent to a U.S. high school diploma or G.E.D. certificate;
- f. Has no or very poor English language skills (i.e. Comprehensive Adult Student Assessment System (CASAS) or equivalent); and
- g. Currently homeless (i.e., at the time of intake, not residing in a house or apartment) – ***automatically designated as “highly challenged” and is not required to meet three criteria.***

The definition of “developmentally disabled” is having a severe chronic disability that:

- a. is attributable to one or more physical and/or mental impairments (such as mental retardation, cerebral palsy, epilepsy, or autism);
- b. is generally diagnosed before the individual reaches the age of 22;
- c. is likely to continue indefinitely; and
- d. results in the individual being unable to live independently without external support. (Source: FNMA Selling Guide, Glossary)

The State reserves the right to disapprove a client’s designation as “highly challenged” or “developmentally disabled” upon review of the client’s file and supporting documentation. Service providers may request OCS’ prior approval for exceptions to the eligibility criteria on a case-by-case basis.

10. Method of Compensation and Payment

Payment will be based upon a Milestone Payment System whereby the State will pay the contractor a percentage of the total fixed unit rate per client at each of the six performance milestones. The number of payments made for each milestone shall be limited to the agreed upon number of clients to be served under this RFP, notwithstanding that a provider’s actual clients at any given milestone may exceed this number.

Recognizing potential cash-flow issues, the State will advance one-eighth of the total two-year agreement at the commencement of the program period, with subsequent payments made upon submission of required milestone documentation and review by the State. At the end of the two-year program period, any funds advanced for unmet milestones shall be returned to OCS.

IV. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable and special equipment that may be required for the services.



Section 3
Proposal
Application
Instructions

Section 3

Proposal Application Instructions

General instructions for completing application(s):

- *Proposal Application shall be submitted to state purchasing agency using the prescribed format outlined in this section. The proposal shall be organized and presented in the sections and subsections designated in the RFP and with prescribed content for each section.*
- *The numerical outline for the application, the titles/subtitles, applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one (1) and continuing through the complete proposal.*
- *Document binding is optional.*
- *Tabbing of sections is recommended.*
- *Applicant must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B.*
- *Applicant is encouraged to use single spacing, 12 point Times New Roman font with 1" margins on all sides.*
- *A written response is required for each item. Failure to answer any of the items will impact upon an applicant's score.*
- *Other supporting documents may be submitted in an Appendix, including visual aids to further explain specific points in the proposal; if used, they should be referenced.*
- *Applicant may submit either one-sided or two-sided proposal application(s).*
- *Proposal Application should not exceed 50 pages of main text, not including appendices, attachments, identification form (and/or title page), required forms, and table of contents. Appendices, attachments, identification form (and/or title page), required forms, and table of contents should not exceed 100 pages.*
- *Form SPO-H-200A is available on the SPO website (see Section 1, page 1-2, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*
- *One (1) original and three (3) copies of each proposal are required.*
- *Applicant is strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.*

The Proposal Application consists of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Staffing and Organization*
- *Service Delivery*
- *Financial*
- *Other*
- *Appendix (optional)*

I. Program Overview

The applicant shall clearly and concisely summarize and highlight the contents of the proposal to orient and provide evaluators with a broad understanding as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it possesses the necessary knowledge, skills, and abilities that would enable it to effectively deliver the proposed services.

The applicant shall identify the key skills, abilities and knowledge necessary to effectively deliver the requested services. Identify the specific staff in your organization who possess these skills, abilities and knowledge.

B. Experience

The applicant shall provide a short description of its current programs and contracts pertinent to the proposed services.

The applicant shall provide a brief description and listing of past pertinent contract experience that includes **all of the following information**: the contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes.

The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its plans for quality assurance and evaluation for the proposed services, including methodology.

The applicant shall explain how applicant intends to determine whether or not the program was a success.

The applicant shall describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and timely detects and addresses problems. (Refer to the quality assurance and evaluation requirements in Section 2, Service Specifications.

The applicant shall provide (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor and evaluate program performance, and timely detect and resolve program problems.

D. Coordination of Services

The applicant shall demonstrate its capability to coordinate proposed services with relevant agencies and resources in the community.

The applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

If letters of support are submitted, include only letters that establish genuine support and actually make a commitment of time, money, personnel, space, or resources to the program. Include letters that are absolutely necessary to support your proposal or that will enhance it.

E. Facilities

The applicant shall provide a description of its facilities (i.e., location(s), layout, available technology and resources, etc.) and demonstrate its adequacy in relation to the proposed services.

If facilities are not presently available, describe plans to secure them. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable, and special equipment that may be required for the services.

III. Project Staffing and Organization

A. Staffing

(1) Proposed Staffing

The applicant shall describe and demonstrate that (1) the proposed staffing pattern, client/staff ratio and caseload capacity are appropriate for the viability of the services (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.) and (2) that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services.

The applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as effective as in-house staff for the provision of the required services; Demonstrate that a proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in these RFPs; Explain how it would assure quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and assure compliance with all of the requirements of the RFP.

The applicant shall fully explain, justify, and demonstrate any proposed use of a volunteer to be as effective as in-house staff for the provision of the required services; Demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services; Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness; Explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

(2) Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in Section 2, Service Specifications, as applicable.).

The applicant shall provide (1) the minimum qualifications (including experience) for staff assigned to the program; (2) include position descriptions and resumes/biosketches and (3) explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services.

B. Project Organization

(1) Supervision and Training

The applicant shall describe and demonstrate its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services under the program to meet the projected caseload.

The applicant shall describe the training that would be provided for program staff to strengthen their capability to effectively provide the program services.

(2) Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency.) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

The applicant shall provide an “Organization-wide” chart that shows the program placement of the required services within the overall agency, and a “Program” organization chart that shows lines of communication between program administration and staff. Written explanations of both organization charts shall be included as needed for clarification.

The applicant shall demonstrate that the applicant’s proposed organization would be sufficient to effectively administer, manage, and provide the required services.

IV. Service Delivery

The applicant shall clearly identify and describe the geographic areas and the targeted population groups that it proposes to serve; Demonstrate, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services under this RFP; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. **The applicant shall** explain how it would provide all of the services required in Section 2, Item III – Scope of Work, addressing all service locations, tasks, activities, time lines, milestones, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source.

The applicant shall describe and justify its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes.

If applicant is proposing a new program, **the applicant shall** provide a detailed start-up plan. **The plan shall** include tasks, activities, personnel, and timeframe. **The plan shall** clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic areas by July 1, 2007.

The applicant shall demonstrate that outputs and outcomes that it expects to achieve or that will result from its services are feasible and that its proposed services are effective; Explain in sufficient detail how the outputs and outcomes will be tracked and documented in the participant file and/or agency records.

The applicant shall describe its ability to provide complete, accurate and timely reports on program performance including, but not limited to, Milestone Achievement Forms and Program Progress Reports.

The applicant shall projected outputs and outcomes shall be submitted on the performance output and outcome measurements tables provided at the end of each Section 5, Attachments. Where the applicant proposes different or additional outputs and outcomes than those provided by OCS, a justification should be provided.

V. Financial

A. Pricing Structure

The applicant shall submit a cost proposal utilizing the pricing structure designated by the State purchasing agency. The estimated cost proposal shall be attached to the Proposal Application.

(1) Pricing Structure Based on Milestone Payment System

The applicant shall submit a cost proposal utilizing a Milestone Payment System. OCS will use a Milestone Payment System that will be based on milestones required in Section 2, Service Specifications, to assist clients obtain employment. The contractor, while assessing the client, will determine whether the individual qualifies for the “*client*”, “*highly challenged*”, or “*developmentally disabled*” unit rate set forth in Section 2, Service Specifications. Payments for each milestone reached will be made directly to the contractor only once per case at the specified rate up to a negotiated amount.

Note: The total budget amount requested based on the estimated number of clients to be served under the Milestone Payment System should match the total budget amount submitted in the required SPO-H budget forms.

(2) Budget Forms

As applicable, provide a budget with line-item detail and detailed calculations for each budget object class identified in the budget forms below. Detailed calculations must include estimation methods, quantities, unit costs, and other similar quantitative detail sufficient for the calculation to be duplicated.

All budget forms, instructions and samples are located on the SPO website (see Section 1, page 1-2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

- SPO-H-205 Proposal Budget for FY 2008-2009
- SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
- SPO-H-206C Budget Justification – Travel: Inter-Island
- SPO-H-206D Budget Justification – Travel: Out-of-State
- SPO-H-206E Budget Justification – Contractual Services: Administrative
- SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- SPO-H-206H Budget Justification – Program Activities
- SPO-H-206I Budget Justification – Equipment Purchases

The applicant shall also utilize form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

(3) Budget Justification

The attached budget justification should be in a narrative form. It evaluates the appropriateness and reasonableness of project costs in relation to anticipated program activities and planned outcomes.

B. Other Financial Related Materials

(1) Accounting System

The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system. Also, **the applicant shall** describe its ability to provide complete, accurate and timely fiscal reports that are in compliance with generally accepted accounting principles.

(2) Need for Funding

If the services proposed by applicant are to be part of a larger project supported by other funding sources, **the applicant shall** identify the other funding amounts and sources, provide the planned or anticipated total project budget on form SPO-H-205 in columns (b), (c), (d), and explain its need for these POS funds.

(3) Cost Effectiveness

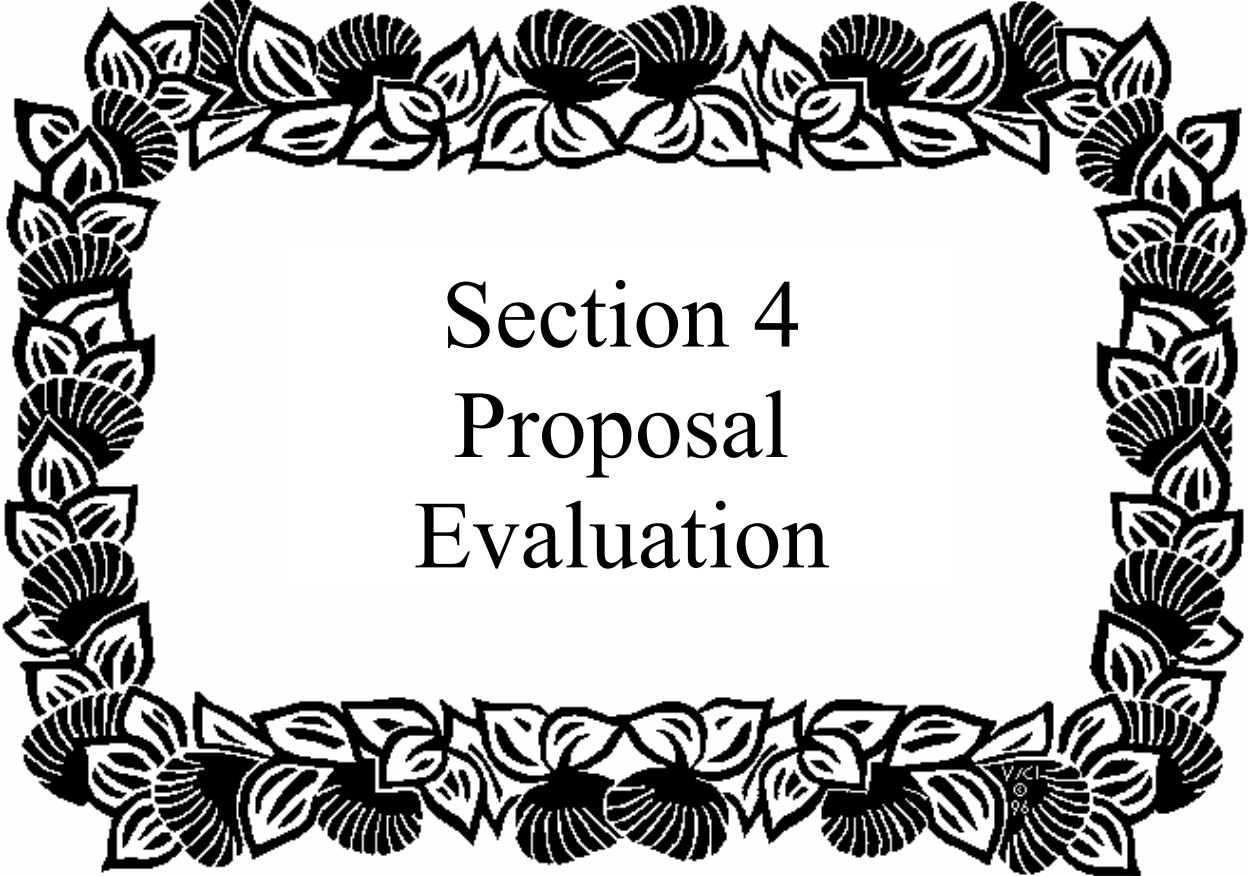
The applicant shall explain why it considers its proposed services to be cost effective for the area and target population group that it would serve.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

VII. Appendix (Optional)

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Section 4 Proposal Evaluation

Section 4 Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP[s] will be conducted comprehensively, fairly, and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer, or an evaluation committee of designated reviewers selected by the head of the purchasing agency or procurement officer, shall review and evaluate proposals. When an evaluation committee is utilized, the head of the purchasing agency or the procurement officer shall select for each RFP a minimum of two employees from a State agency or agencies with sufficient education and training to evaluate the proposals received. Non-state employees may serve as advisors in the evaluation of proposals but shall not represent or act on behalf of a purchasing agency in any selection or award.

Unless stated otherwise, the evaluation of the proposal shall be based solely upon the criteria and their relative priorities as established in this RFP. A written evaluation shall be made for each proposal based on a numerical rating system.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Threshold

<u>Evaluation Categories</u>		<u>Possible Points</u>
Administrative Requirements		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	20 points	
Project Staffing and Organization	20 points	
Service Delivery	50 points	
Financial	10 points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

(1) Administrative Requirements

Application Checklist

(2) Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Staffing and Organization
- Service Delivery
- Financial (all required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 – Evaluation of Proposal Application (100 Points)

(1) Program Overview (0 Points)

Not applicable.

Note: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.

(2) Experience and Capability (20 Points)

OCS will evaluate the experience and capability to provide the services as follows:

a. Necessary Skills (4 points)

Identify the key skills, abilities and knowledge necessary to effectively deliver the requested services. Identify the specific staff in your organization that possess these skills, abilities and knowledge.

b. Experience (4 points)

Provide the following information for past and current programs and contracts pertinent to the proposed services:

- Contracting Agency
- Contact Person
- Contact Information (address, telephone number, e-mail address)
- Contract/Program Title
- Contract Period
- Funding Amount
- Performance Outcomes

c. Quality Assurance and Evaluation (6 points)

Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. Demonstrates that applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance, and timely detect and resolve program problems.

d. Coordination of Services (3 points)

Demonstrates applicant's capability to coordinate proposed services with relevant agencies and resources in the community. Provides examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

d. Facilities (3 points)

Demonstrates that applicant would provide adequate facilities (i.e., location(s), description of facilities, available technology and resources, etc.) for the services proposed that are in compliance with Americans with Disabilities Act and other applicable laws and regulations.

(3) Project Staffing and Organization (20 Points)

OCS will evaluate the project organization and staffing as follows:

a. Staffing (14 points)

- Proposed Staffing: That the staffing pattern, client/staff ratio, and caseload capacity are reasonable to insure viability of the services. Demonstrates that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services. (4 points)
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program. Please include position descriptions and resumes/biosketches. Explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services. (10 points)

b. Project Organization (6 points)

- Supervision and Training: Demonstrates ability that applicant would supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. (3 points)
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. Demonstrates that applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services. (3 points)

(4) Service Delivery (50 Points)

OCS will evaluate the service delivery as follows:

- Demonstrates via data and evidence-based knowledge and experience that the (a) geographic area the applicant proposes to serve contains significant numbers of the target population, (b) targeted population group in this area has a need for the required services, and (c) services already provided to this area are insufficient to meet this need. (9 points)

- Demonstrates that applicant's program design is comprehensive and complete. Explain in sufficient detail all service, including, but not limited to, descriptions of service locations, program tasks, activities, time lines, and other pertinent information. (14 points)
- Demonstrates that applicant's proposed approach and methodology are sound by showing (a) a step-by-step progression of services provided to clients at each milestone, and (b) how applicant would effectively serve clients with multiple barriers to obtain successful outcomes through these services. (14 points)
- Demonstrates that applicant proposes feasible and effective program outputs and outcomes. Explains in sufficient detail how outputs/outcomes will be tracked and documented in the client's files and/or agency records. Describes applicant's ability to provide complete, accurate and timely reports on program performance including, but not limited to, Milestone Achievement Forms and Program Progress Reports. (13 points)

(5) Financial (10 Points)

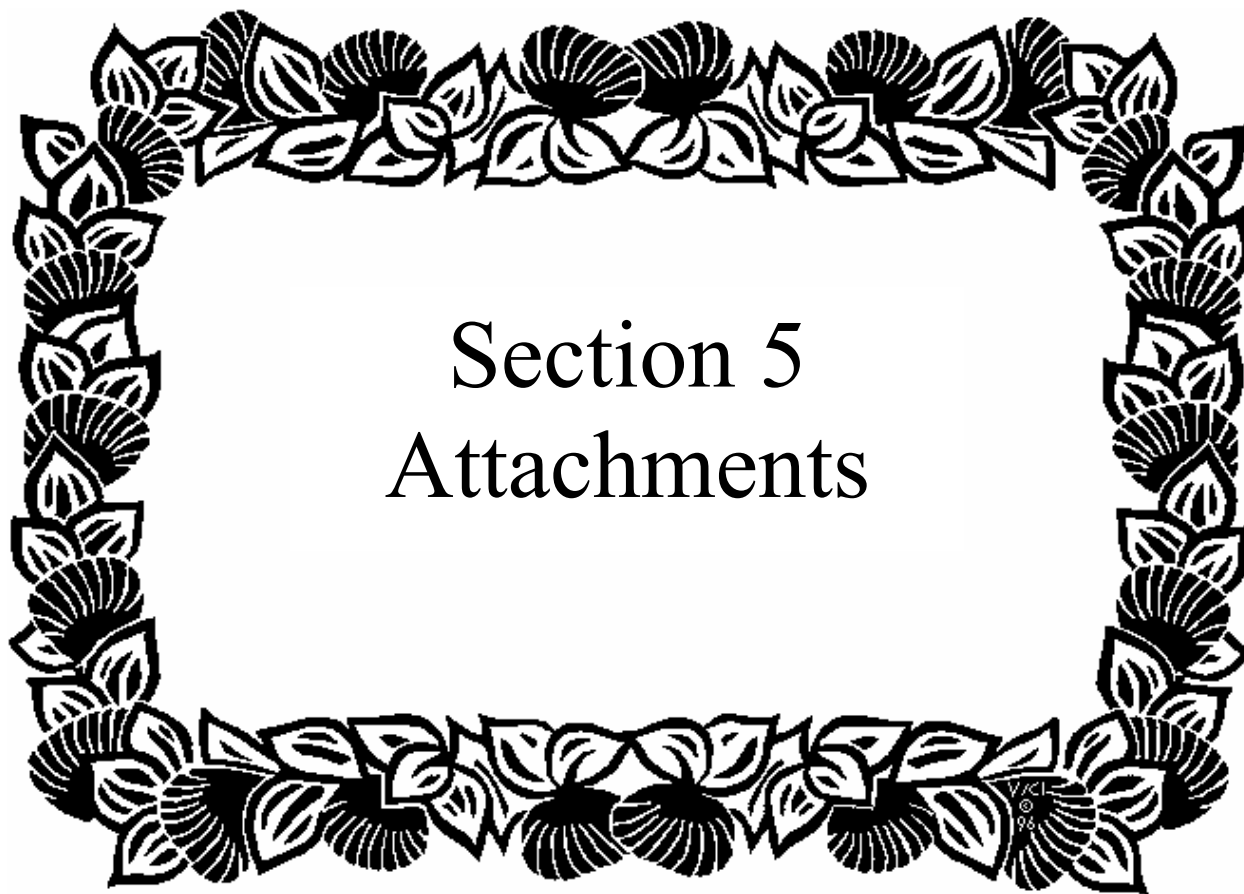
OCS will evaluate the financial proposal as follows:

- Demonstrates that applicant's proposed costs are reasonable and necessary by providing adequate information and justification for all cost items, and explanation of applicant's method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. (5 points)
- Demonstrates the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration of POS funding. Explains in sufficient detail applicant's ability to provide complete, accurate and timely fiscal reports. (5 points)

IV. Phase 3 – Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

OCS reserves the right not to select and award the lowest price proposal application. In fact, OCS may decide at its discretion not to select and award any of the submitted applications.



Section 5 Attachments

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Output and Performance/Outcome Measurements Table

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit with Management Letter	Section 3, RFP		X	
Organization Charts	Section 3, RFP		X	
Output and Performance/Outcome Measurements Table	Section 3, RFP	Section 5, RFP	X	

Authorized Signature

Date

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	SPO-H-206C Budget Justification - Travel: Inter-Island	
	SPO-H-206D Budget Justification - Travel: Out-of-State	
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	SPO-H-206F Budget Justification - Contractual Services – Subcontracts	
	SPO-H-206H Budget Justification - Program Activities	
	SPO-H-206I Budget Justification – Equipment Purchases	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2005	
C.	Organization Charts	
	Program	
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D.	Output and Performance/Outcome Measurements Table	
E.	Program Specific Requirements	

OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS TABLE

	FB 2008 - 2009		
	Client	Highly Challenged	Developmentally Disabled
Outputs			
Number of individuals assessed for services			
Number of individuals completed Individual Service Plans			
Number of individuals entered Employment Preparation Program			
Number of individuals completed Employment Preparation Program			
Outcomes			
Number of individuals placed in permanent, unsubsidized employment			
Number of individuals placed in part-time employment (at least 20 hours per week)			
Number of individuals placed in full-time employment (at least 40 hours per week)			
Number of individuals employed for 90 days			
Number of individuals employed for 180 days			
Number of individuals employed for 365 days			